



"AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION AGE OR SEXUAL ORIENTATION."

CHILD SUPPORT TECHNICIAN, DEPARTMENT OF CHILD SUPPORT SERVICES

**CALIFORNIA
DEPARTMENT OF
CHILD SUPPORT
SERVICES**

**DEPARTMENTAL OPEN FOR:
CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

POSITIONS EXIST

Rancho Cordova

WHO SHOULD APPLY

Applicants who meet the minimum qualifications stated on the reverse side of this page. This is an open examination. Career credits will not apply.

HOW TO APPLY

Applications (STD 678) may be filed in person with the California Department of Child Support Services, Personnel Services Section, 11150 International Drive, 1st Floor, Rancho Cordova, CA 95670, or mailed to California Department of Child Support Services, Personnel Services Section, Exam Unit, P.O. Box 419064 MS 631, Rancho Cordova, CA 95741-9064. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

APPLICATION DEADLINE

FINAL FILING DATE: CONTINUOUS FILING

Applications for this classification are received on a continuous basis and accepted applications are tested twice a year. Applications that meet the minimum qualifications received after each cutoff date will be scheduled for the next testing period.. The testing periods for this examination will be January - June and July - December. Additional testing may be conducted based on the needs of the Department of Child Support Services.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application". You will be contacted to make specific arrangements.

REQUIRED IDENTIFICATION

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SALARY RANGE

\$2495 – \$3034 per month – Range A
\$2817 – \$3426 per month – Range B

ELIGIBLE LIST INFORMATION

A departmental open, merged eligible list will be established by the Department listed. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Once you have taken the written examination, you may not retake it for 12 months.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date. It is your responsibility to make sure you meet the minimum qualifications. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

**MINIMUM
QUALIFICATIONS**

Either I

Experience: One year of experience in the California State service performing duties at a level of responsibility equivalent to that of an Office Assistant (General), Range B, which includes performing duties that involve customer or public contact.

Or II

Experience: One year of technical experience in either county child support caseload management or county child support financial, accounting, or statistical record keeping experience involving extensive public contact.

Or III

Education: Sixty semester or ninety quarter units of college which must include at least two courses in basic accounting or at least one course each in basic accounting and business or commercial law (persons who will complete the course work requirements during the current quarter or semester will be admitted to the examination, but must produce evidence of successful completion of the curriculum and the prescribed courses before they may be considered eligible for appointment).

Or IV

Experience: Three years of increasingly responsible experience in a financial, commercial, or governmental establishment, at least one year of which shall include one or a combination of activities involving the (1) marketing, distribution, and sale of merchandise; (2) approval of loans; (3) collection on delinquent accounts; or (4) contact or client-customer services which involves the explanation of policies, regulations, or procedures for a public agency or private institution such as a bank, insurance company, credit bureau, or title company.

NOTE: "Performing duties at a level of responsibility equivalent to. . . ." means the applicant must have State service experience of the appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

The phrase "level of responsibility" replaces the phrase "salary range" for all classes in the minimum qualifications and should be so interpreted even if the specification has not been changes.

**SPECIAL
PERSONAL
CHARACTERISTICS**

Employees should have a demonstrated capacity for assertiveness, firmness, and discretion in communications with the public, while maintaining courtesy, efficiency, and effectiveness.

**POSITION
DESCRIPTION**

Under general supervision, to perform paraprofessional tasks of child support collection, and regulation and policy enforcement at the Department of Child Support Services; and to do other related work.

(CONTINUED ON NEXT PAGE)

**EXAMINATION
INFORMATION**

This examination will consist of a Written Exercise. The examination will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE EXAMINATION WILL BE DISQUALIFIED.**

WRITTEN EXAMINATION – WEIGHTED 100%

SCOPE:

A. Knowledge of:

1. Provisions of the rules, regulations, organization, and procedures of the Department of Child Support Services.
2. Business and financial practices.
3. The sources, including automated and non-automated databases and sources of information used to locate individuals and assets.
4. Effective and assertive interviewing techniques.
5. Child support enforcement and collection procedures.
6. Current office methods, technologies, and equipment.
7. Mathematics.
8. English language usage, grammar, and spelling.

B. Ability to:

1. Read, understand, apply, and explain Federal and California child support laws and regulations and the Department's procedures and policies.
2. Analyze and interpret written and numerical data accurately and adopt an effective course of action.
3. Perform arithmetic calculations and understand financial records.
4. Communicate effectively and tactfully.
5. Elicit information from difficult, disagreeable, hostile, and/or uncooperative individuals.
6. Research and analyze situations and factual information and take effective action.
7. Prepare complete and concise oral and written reports.
8. Maintain confidentiality.
9. Establish and maintain effective working relationships.
10. Exercise tact, diplomacy, and flexibility.
11. Operate computer equipment and utilize computer databases and programs common to the child support enforcement activities.
12. Accurately and quickly enter data into a computerized database.
13. Recognize questions or situations outside the employee's area of responsibility or knowledge and refer them to appropriate sources.
14. Utilize automated tools to communicate with customers.
15. Work productively in a team environment.

VETERANS

PREFERENCE Veterans preference credit is granted in this examination.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Child Support Services (CDCSS) is committed to a strong policy of equal employment opportunity. To this end, CDCSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDCSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

(CONTINUED ON NEXT PAGE)

GENERAL INFORMATION (CONTINUED)

It is the candidate's responsibility to contact the California Department of Child Support Services three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Child Support Services, Personnel Services Section, at (916) 464-5200 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the State Personnel Board's website @ <http://www.jobs.ca.gov>.

If you meet the requirements stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Child Support Services and the State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Rancho Cordova. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235. 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history. Fingerprinting may also be required.

Criminal Record Clearance Information: Some positions, within various divisions of the California Department of Child Support Services, are subject to fingerprinting and criminal records check requirements. The Department of Justice will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal record clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an interview is conducted, in addition to the scope described on Page 3 of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and regency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

(CONTINUED ON NEXT PAGE)

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

**P. O. BOX 419064 – MS 631
RANCHO CORDOVA, CA 95741-9064**

If deaf or hearing impaired, call the California Relay Service – From TDD phone: (888) 220-1750

TTY telephone number: Sacramento (916) 653-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD device.